

ABSTRACT OF THE DISCLOSURE

A personalization server is accessible to users via a network including a LAN and the Internet. The personalization server maintains information about how to personalize a call / message management interface provided for managing the user's calls and/or messages. A user
5 can read web pages containing the information and provided by the personalization server at their own pace. Once they are satisfied that they understand what is expected of them, users follow a description on the web page that tells them the IVR phone number to call, and what code they should enter in order to record personalized prompts for call / message management options that are presented to incoming callers. The IVR which is used to accomplish the call / message management personalization is generic. It simply accepts option personalization access codes and then allows users to record something that matches the personalization code they have entered.

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